

I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. I use VRS in my work more than at home and I have been able to communicate with the public in a much more fluent way. Befor VRS my phone duties were put upon someone else because of the lag time with TTY and the time it took to complete just 1 call. Now with VRS, I can get my work done in an acceptable amount of time, thus showing my employer than I can a productive member of the team. I have recently been givne more responsibility due to my ability to communicate using the phone and my hearing customers LOVE it!!